

Application No. 10/002,744  
Amendment filed with RCE

RECEIVED  
CENTRAL FAX CENTER Customer No. 01933

JAN 03 2006

Attorney Docket No. 01701/LH

IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE

Applicant(s): Toshio UENO

Serial No. : 10/002,744

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM  
WHICH PERFORMS BOTH AN  
ORDINARY SEARCH AND AN  
EXTENDED SEARCH OF A  
KNOWLEDGE DATABASE

Art Unit : 2142

Examiner : Kelvin Y. Lin

CERTIFICATE OF FACSIMILE  
TRANSMISSION  
TO NO. 1-571-273-8300

TOTAL PAGES: 12

Amendment (10)

I hereby certify that this paper  
is being facsimile transmitted to  
the Commissioner for Patents  
on the date noted below.

N. Sahadeo

Nalini P. Sahadeo

Dated: January 3, 2006

In the event that this Paper is  
late filed, and the necessary  
petition for extension of time is  
not filed concurrently herewith,  
please consider this as a Petition  
for the requisite extension of  
time, and to the extent not  
tendered by form PTO-2030 attached  
hereto, authorization to charge  
the extension fee to Account  
No. 06-1378.

AMENDMENT FILED WITH RCE

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

S I R :

This Amendment is being filed concurrently with a Request  
for Continued Examination in response to the Final Office Action  
mailed October 3, 2005, the term for response to which expires on  
January 3, 2006.

Amendments to the Claims are set forth in the listing of  
claims which begins on page 2 of this paper. Claims 1, 9 and 12  
are amended and claims 2-8, 10, 11, 13 and 14 are maintained.

Remarks begin on page 9 of this paper.